

California Code of Regulations
Title 22. Social Security
Division 9. Prehospital Emergency Medical Services
Chapter 10. Emergency Medical Dispatch

Article 1. Definitions

§§ 100341. Basic Dispatch Skills.

"Basic Dispatch Skills" mean the generic body of knowledge and skills necessary to function as a Public Safety Dispatcher, whether performing specifically in the role of medical, fire, law enforcement, aeromedical, park service dispatcher, or in any combination of these roles.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100342. Emergency Medical Dispatch (EMD) Approving Authority.

"EMD Approving Authority" means the Director of the Emergency Medical Services Authority (EMS Authority).

NOTE: Authority cited: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100343. Emergency Medical Dispatch Certifying Authority.

"Emergency Medical Dispatch Certifying Authority" means the California EMS Authority.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100344. EMD Certifying Examination

"EMD Certifying Examination" means a final written and skills examination, approved by the EMS Authority. An approved EMD training program's final examination may be used as the certifying examination for EMD certification.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100345. Emergency Medical Dispatcher (EMD).

"Emergency Medical Dispatcher" means a person who has completed an approved EMD training course, and who is EMD certified.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§100346. Emergency Medical Dispatching.

"Emergency Medical Dispatching" in an EMS system means reception and management of requests for emergency medical response, and the provision of pre-arrival instructions to callers at the scene of an emergency before the arrival of the response personnel.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100347. Emergency Medical Dispatch Internship.

"Emergency Medical Dispatch Internship" means on-the-job training conducted by an approved emergency medical dispatch agency using the priority reference system from their local EMS jurisdiction and includes an EMS system ride-along.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100348. Emergency Medical Dispatch Program.

"Emergency Medical Dispatch Program" means a medical dispatch program that includes an emergency medical dispatch priority reference system, approved pre-arrival instructions, certified EMDs and approved emergency medical dispatch agencies.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100349. Emergency Medical Dispatch Preceptor.

"Emergency Medical Dispatch Preceptor" means an experienced person who shall directly supervise, instruct and evaluate EMD students. Effective January 1, 2001 an EMD preceptor shall have a minimum of two years experience as an emergency medical dispatcher and be EMD certified.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100350. Emergency Medical Dispatch Priority Reference System (EMDPRS).

"Emergency Medical Dispatch Priority Reference System" or "EMDPRS" means a medically-approved protocol reference system used by an approved medical dispatch agency to dispatch aid to medical emergencies, that includes: systematized caller interview questions, systematized pre-arrival instructions, and protocols matching the dispatcher's evaluation of injury or illness severity with vehicle response mode and configuration. EMDPRS is not any particular proprietary set of cards or questions. It is a

generic set of protocols meeting this description.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100351. Emergency Medical Dispatch Agency.

"Emergency Medical Dispatch Agency" means an approved emergency medical dispatch agency that employs certified EMDs, uses an emergency medical dispatch priority reference system, and provides medical priority dispatch and pre-arrival instructions to callers.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100352. Emergency Medical Dispatch Trainee.

"Emergency Medical Dispatch Trainee" means a person who has completed a twenty-four (24) hour EMD course, but has had no on-the-job experience.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100353. Pre-Arrival Instructions .

"Pre-arrival instructions" are medically-approved written instructions given by certified emergency medical dispatchers to callers over the telephone to provide aid to the patient and control of the situation at the scene of an emergency prior to the arrival of prehospital care providers.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100354. Quality Improvement Program. "Quality Improvement" or "QI" means a method of evaluation of services provided, which includes defined standards, evaluation methodology(ies) and utilization of evaluation results for continued system improvement. Such methods may include, but are not limited to, a written plan describing the program objectives, organization, scope and mechanisms for overseeing the effectiveness of the program.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

Article 2. General Provisions

§§ 100355. Application of Chapter.

(a) Emergency medical dispatch training is additional training to provide medical assistance to callers for those dispatchers already skilled and knowledgeable in basic dispatch procedures.

(b) Local EMS agencies shall be responsible for developing and enforcing standards, regulations,

policies and procedures in accordance with this Chapter, provide quality improvement, appropriate medical control, and coordination of EMD personnel within an EMS system.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100356. Scope of Practice of the Emergency Medical Dispatcher.

(a) An EMD is the member of the EMS response team with the broadest view of the entire emergency system's current status and capabilities, and has immediate life saving capability to enable the caller to be an effective first responder.

(b) An EMD shall be affiliated with an approved EMD agency in order to perform the scope of practice specified in this Chapter.

(c) The EMD scope of practice includes:

- (1) Receiving and processing calls for emergency medical assistance;
- (2) Determining the nature and severity of medical incidents;
- (3) Coordinating and dispatching appropriate EMS resources;
- (4) Giving pre-arrival instructions to callers at the scene of an emergency;
- (5) Relaying pertinent information to responding personnel; and
- (6) Coordinating with other public safety and emergency medical services (EMS) as required by the situation.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100357. Responsibility of the Local EMS Agency.

The local EMS agency that authorizes an EMD program shall establish policies and procedures approved by the medical director of the local EMS agency for evaluation of all EMD agencies.

(a) The local EMS agency's responsibilities include:

- (1) Approval, monitoring and evaluation of EMD dispatch agencies.
- (2) Denial, suspension, or revocation of emergency medical dispatch agency approval.
- (3) Approval, implementation and enforcement of policies for medical control, medical accountability, and quality improvement of the EMD program.
- (4) Approval of continuing education providers.

(5) Compliance with the EMD program and the EMS system, according to the provisions of this Chapter.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

Article 3. Program Requirements for EMD Training Programs

§§ 100358. Student Eligibility.

To be eligible to enter an EMD training program an individual shall possess the following requirements:

- (a) A high school diploma or general education equivalent,
- (b) A current basic cardiac life support card issued by or equivalent to the standards of the American Heart Association or American Red Cross for adult and pediatric cardiopulmonary resuscitation,
- (c) Knowledge of basic dispatch skills.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100359. Training Program Approval.

(a) Training program providers shall submit a written request for EMD training program approval to the EMS Authority.

(b) The EMS Authority shall receive and review the following prior to approving an EMD training program:

(1) A statement of course objectives verifying that the training program content meets the State EMD standard, which includes the use of medically-approved pre-arrival instructions, caller interview questions, individual chief complaints and scripted medical protocols.

(2) A course outline.

(3) A final written examination.

(4) The name and qualifications of the EMD program medical director, EMD program administrator, and principal instructor(s).

(5) The location of training program headquarters.

(6) Table of contents presenting the required information listed in this subsection, with corresponding page numbers.

(c) In addition to those items listed in subdivision (b) of this section, the EMS Authority shall assure that

a statewide public safety agency meets the following criteria in order to approve that agency as qualified to conduct a statewide EMD training program:

- (1) Has a statewide role and responsibility in matters affecting public safety.
- (2) Has a centralized authority over its EMD training program instruction which can correct any elements of the program found to be in conflict with this Chapter.
- (3) Has a management structure which monitors all of its EMD training programs.
- (4) Has designated a liaison to the EMS Authority who shall respond to problems or conflicts identified in the operation of its EMD training program.
- (5) In addition, these agencies shall designate a principal instructor, who will consult with the local EMS agency for the county in which the training is located in developing the EMS System Orientation portion of the EMD course.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100360. Training Program Approval Notification.

(a) In accordance with Section 100359, the EMS Authority shall notify the training program submitting its request for training program provider approval within fifteen (15) days of receiving the request that:

- (1) The request has been received,
 - (2) The request contains or does not contain the information requested in Section 100359 of this Chapter and,
 - (3) What information, if any, is missing from the request.
- (b) Program approval or disapproval shall be made in writing by the EMS Authority to the requesting training program provider after receipt of all required documentation. This time period shall not exceed three (3) months.
- (c) The EMS Authority shall establish the effective date of program approval in writing upon the satisfactory documentation of compliance with all program requirements.
- (d) Program approval shall be for four (4) years following the effective date of program approval and may be renewed every four (4) years subject to the procedure for program approval specified in this Chapter.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100361. Teaching Staff.

(a) Each EMD training program shall provide for the functions of administrative direction, medical quality coordination, and actual program instruction. Nothing in this section precludes the same individual from being responsible for more than one of the following functions if so qualified by the provisions of this section.

(b) Each EMD training program shall have an approved program medical director who shall be a physician, currently licensed in California, and who shall have five (5) years of clinical experience in emergency medicine or prehospital care. Duties of the program medical director, in coordination with the program administrator, shall include, but not be limited to:

(1) Responsibility for the overall quality of medical content of the program.

(2) Approval of course content.

(3) Approval of all written examinations.

(4) Approval of the principal instructor(s) and teaching assistant(s).

(5) Signing all course completion records.

(6) Assuring that all aspects of the EMD training program are in compliance with this Chapter.

(c) Each training program shall have an approved EMD Program Administrator, who shall be qualified by education and experience in methods, materials and evaluation of instructions. Duties of the EMD Program Administrator shall include, but not be limited to:

(1) Responsibility for coordinating all activities related to the course.

(2) Approval of all course completion records.

(3) Assuring that all aspects of the EMD training program are in compliance with this Chapter.

(d) Each training program shall have a principal instructor(s), who may also be the program administrator or medical director, and who shall:

(1) Be a physician, a registered nurse, a physician assistant, a paramedic, or an EMT-II who has at least two years of practical experience in prehospital emergency medical services with a basic knowledge of emergency medical dispatch, or as an experienced emergency medical dispatcher.

(2) Be present for at least fifty percent (50%) of the course and for the administration of the exam.

(e) Each training program may have teaching assistants who shall be qualified by training and experience to assist in teaching the topics to be assigned to the assistant. A teaching assistant shall be supervised by a principal instructor, the program administrator, or the program medical director.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100362. Training Program Review and Reporting.

- (a) All program materials specified in this Chapter shall be subject to periodic review by the EMS Authority.
- (b) All programs shall be subject to periodic on-site evaluation by the EMS Authority.
- (c) Any person or agency conducting a training program shall notify the EMS Authority in writing, in advance when possible, and in all cases within thirty (30) days of any change in course content, hours of instruction, program medical director or program administrator.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100363. Withdrawal of Training Program Approval.

Noncompliance with any criterion required for program approval, use of any unqualified teaching personnel, or noncompliance with any other applicable provision of this Chapter may result in suspension or revocation of program approval by the EMS Authority. An approved EMD training program shall have no more than (60) days from date of written notice to comply with this Chapter.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100364. Components of an Approved Training Program.

An EMD training program shall include:

- (a) Classroom instruction; and a
- (b) Final written and skills competency examination.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100365. Required Course Hours.

The EMD course shall consist of not less than twenty-four (24) hours (one classroom hour of instruction shall be defined as fifty minutes).

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100366. Required Course Content.

The EMD course content shall include instruction to result in competence in the following topics listed below.

(a) Introduction

(1) Emergency Medical Dispatcher roles and responsibilities

(2) Legal and liability issues in emergency medical dispatch

(3) Emergency Medical Dispatch concepts

(b) Information gathering and dispatch

(1) Obtaining information from callers

(2) Resource allocation

(3) Providing emergency care instructions

(c) EMD Priority Reference System and chief complaints

(1) Introduction to the emergency medical dispatch priority reference system

(2) Introduction to chief complaint types

(d) EMS system overview

(e) Examination overview

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100367. Required Testing.

An EMD training program provider shall include a comprehensive, final written and skills, competency-based examination to test the applicant's knowledge and competency in the subject areas comprising the basic scope of practice as specified in Section 100356 in this Chapter.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100368. Course Completion Record.

(a) An approved EMD training program provider shall issue a course completion record to each person who has successfully completed the EMD course.

(b) The course completion record shall contain the following:

(1) The name of the individual.

(2) The date of course completion.

(3) The following statement: "The individual named on this record has successfully completed an

approved EMD training program."

(4) The signature of the training program medical director.

(5) The name and location of the training program issuing the record.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

Article 4. Internship

§§ 100369. Internship.

(a) The internship may only be provided by EMD agencies that are approved pursuant to Section 100357 of this Chapter.

(b) An internship shall provide an EMD trainee with on-the-job experience to result in the EMD trainee's competence to perform EMD duties within an organized EMS system in accordance with the provisions of this Chapter.

(c) The internship shall consist of forty (40) hours of on-the-job experience with no less than five (5) EMD calls processed by the EMD trainee and supervised by a preceptor who meets the provisions of Section 100349. The preceptor shall directly supervise, instruct, and evaluate the EMD trainee during the internship. The internship shall also include an eight (8) hour EMS system ride-along that includes a minimum of three (3) documented emergency responses.

(d) The EMD agency shall issue an internship completion record, Form XXX [number sequence to be determined] to each EMD trainee who has successfully completed the internship.

(e) The internship completion record shall contain the following:

(1) The name and address of the individual.

(2) The date the internship was completed.

(3) The following statement: "The individual named on this record has successfully completed an EMD internship."

(4) The name and location of the EMD agency issuing the record.

(5) The name and signature of the EMD agency preceptor.

(6) The name and signature of the EMD agency Executive Officer or Director of Education/Training.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

Article 5. Certification

§§ 100370. Certification.

(a) In order to be eligible for certification, an individual shall:

(1) Have an EMD course completion record from an approved EMD training program.

(2) Have an EMD internship completion record from an approved EMD agency.

(3) Apply for certification within two (2) years of the date of EMD course completion.

(4) Be eighteen (18) years of age or older.

(5) Comply with other reasonable requirements, as may be established by the state EMS Authority, such as:

(A) Complete an application form.

(B) Pay the established fee.

(b) Until January 2001, individuals trained before implementation of this Chapter shall provide to the EMS Authority a course outline; an EMD course completion certificate; and a signed statement from the EMD agency Executive Officer, or Director of Education/Training, verifying the dispatcher has completed at least six (6) months of on-the-job experience using the EMD program.

(c) An individual who has successfully completed an out-of-state EMD training course equivalent to the United States Department of Transportation EMD Standard Curriculum, within the last two (2) years and has had a minimum of six (6) months of on-the-job training shall be eligible for certification.

(d) Within forty-five (45) calendar days of receipt of a completed certification application, the EMS Authority shall issue a wallet-sized certificate to applicants who successfully complete certification requirements. The certificate shall contain the following:

(1) The name of the individual certified.

(2) The certificate number.

(3) The effective date of certification.

(4) The date of expiration.

(5) A statement that the individual named on the card has fulfilled the State of California requirements for certification and is EMD certified statewide.

(e) The effective date of the initial certification shall be the day the license is issued. The certification shall be valid for two (2) years from the last day of the month in which it was issued. NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Certification as an EMD shall be for two (2) years.

§§ 100371. Date and Filing of Applications.

(a) The EMS Authority shall notify the applicant within forty-five (45) working days of receipt of the state application that the application was received and shall specify what information, if any, is missing. The types of applications which may be submitted by the applicant are as follows:

(1) Application for Initial Certification, Form XXX [number sequence to be determined].

(2) Application for Recertification, Form XXX [number sequence to be determined].

(3) Application for Duplicate Certification, Form XXX [number sequence to be determined].

(b) Applications for renewal of certification shall be received by the EMS Authority at least thirty (30) calendar days prior to expiration of current certification.

(c) An application shall be denied without prejudice when an applicant does not complete the application, furnish additional information or documents requested by the EMS Authority or fails to pay any required fees. An applicant shall be deemed to have abandoned an application if they do not complete the requirements for certification within one year from the date on which the application was filed. An application submitted subsequent to an abandoned application shall be treated as a new application.

(d) A completed state application is a signed application that provides the requested information, and is accompanied by the appropriate application fee(s). All statements submitted by, or on behalf of, an applicant shall be made under penalty of perjury.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

Article 6. Recertification Requirements

§§ 100372. Continuing Education.

(a) In order to maintain certification, an EMD shall obtain at least twenty-four (24) hours of continuing education, obtained at any time during the two (2) year certification period, from an approved CE provider.

(b) One (1) CE contact hour is defined as a minimum of fifty (50) minutes of actual instruction.

(c) Continuing medical dispatch education shall be coordinated and organized through, but not limited to emergency medical dispatch QI personnel who, through the evaluation of on-line case review, shall

identify the specific and individual needs of the EMD. Continuing medical dispatch education for each EMD shall include:

- (1) Medical conditions, incident types, and criteria necessary when performing caller assessment and prioritization of medical calls;
 - (2) Skills in providing telephone pre-arrival instructions;
 - (3) Use of the EMD priority reference system;
 - (4) Technical aspects of the system (phone patching, emergency procedures, etc.);
 - (5) Skill practice and critique of skill performance; and
 - (6) Issues identified by the dispatch quality improvement process requirements.
- (d) EMT-I CE credit shall be accepted for EMD continuing education credit.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100373. EMD Continuing Education (CE) Records.

- (a) The EMD shall submit an EMD Statement of Continuing Education, Form XXX with the application for recertification.
- (b) An EMD shall maintain CE certificates issued by a CE provider for four (4) years.
- (c) CE certificates may be audited for cause by the EMS Authority or as part of the Authority's continuing education verification process.
- (d) An individual shall provide evidence of the continuing education hours obtained to the EMS Authority upon their request.
- (e) In order for CE to be used to satisfy the requirements for recertification, it must be completed during the current certification cycle and submitted with the application for EMD recertification. In the case of a lapsed certificate, CE completed within twenty-four (24) months prior to application for certification renewal shall be used to apply to the requirements of recertification.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100374. EMD Continuing Education Providers.

Approved continuing education providers shall approve courses, assign identification numbers, and specify category and number of hours, for each course authorized under this section.

- (a) An approved CE provider shall ensure that each EMD continuing education activity or course meets the following criteria:

(1) The content of all CE shall be directly relevant to the practice of prehospital emergency medical dispatch and related to the knowledge base or technical skills required for the practice of emergency medical care, or related to direct or indirect patient care.

(2) The content of all CE shall be current and designed to include recent developments in the subject being taught.

(3) The CE activity shall have written instructional objectives which are measurable and stated in behavioral terms, and shall provide a clear, concise description of course content in brochures and other publicity.

(4) The content of all CE shall follow, but not be limited to, the categorization as specified in Section 100372.

(b) The EMD shall be given credit only for actual time in attendance.

(c) Documentation of successful completion of the course or training shall contain the following information:

(1) Name of participant and State EMD certification number.

(2) Course title.

(3) Provider name and address.

(4) Date(s) of course.

(5) Signatures of instructor(s) and/or course director.

(6) Number of continuing education hours.

(7) EMD CE Provider Number (for example, EMD CE Provider 11-3456)

(8) The following statements shall be printed on the documentation to satisfy (6) and (7) above: "This course has been approved for (number) hours of continuing education by California EMD CE Provider (for example, 11-3456)" and "This documentation must be retained for a period of four (4) years."

(d) Documentation shall be issued within thirty (30) days after completion of the course.

(e) Each EMD CE provider shall maintain records for a four (4) year period for each course authorized, including, but not limited to, course objectives, course outline(s), qualifications of instructor(s), participant sign-in rosters, course tests, evaluations, and records of documentation issued.

(f) The EMS Authority may monitor local EMS agency CE provider compliance with these standards.

(g) The EMS Authority shall maintain a list of all approved CE providers and shall make the listing available to local EMS agencies on a quarterly basis.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.
Reference: Section 1797.107 of the Health and Safety Code.

§§ 100375. Approval of EMD Continuing Education (CE) Providers.

- (a) The local EMS agency shall be the agency for approving CE providers whose headquarters are within the geographical jurisdiction of that local EMS agency and may also serve as a CE provider.
- (b) The EMS Authority shall be the approving agency for CE providers whose headquarters are out-of-state, statewide public safety agencies, and for local EMS agencies.
- (c) A CE provider shall submit a request for approval to the appropriate CE approving agency along with the fees specified in Section XXXX [number sequence to be determined]. The application packet shall include, but may not be limited to:
 - (1) The name and address of the applicant;
 - (2) The name of the program administrator, program medical director, and contact person, if other than the program administrator or medical director;
 - (3) The type of entity or organization requesting approval; and
 - (4) The resumes of the program administrator and the medical director, attached to the application.
- (d) The CE approving authority shall, within fourteen (14) days of receiving a request for approval, notify the CE provider that the request has been received, and shall specify what information, if any, is missing.
- (e) The CE approving authority shall approve or disapprove the CE request within thirty (30) days of receipt of the completed request.
- (f) The CE approving authority shall issue an EMD CE provider number according to the standardized sequence developed by the EMS Authority.
- (g) The CE approving authority shall approve CE providers for two year periods and may monitor the compliance of EMD CE providers to the standards established.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.
Reference: Section 1797.107 of the Health and Safety Code.

§§ 100376. Recertification.

- (a) In order to be eligible for recertification, an individual shall:

- (1) Possess a current California EMD certificate,
 - (2) Successfully complete continuing education hours as specified in Section 100372 of this Chapter.
- (b) If the recertification requirements are met within six (6) months prior to the expiration date, the EMD certifying authority shall make the effective date of certification the expiration date of the current certificate. The certification expiration date will be the final day of the final month of the two-year period.
- (c) The EMS Authority shall issue a wallet-sized certificate to eligible persons who apply for recertification. That certificate shall contain the information specified in Section 100370, subsection (d).
- (d) In order for an individual whose certificate has lapsed to be eligible for recertification, the following requirements shall apply:
- (1) For a lapse of from six (6) to twelve (12) months, the individual shall complete twenty-four (24) hours of instruction of CE within the last two (2) years and complete an additional eight-hour internship, for a total of thirty-two (32) hours.
 - (2) For a lapse of from twelve (12) to twenty-four (24) months, the individual shall complete twenty-four (24) hours of continuing education requirements and an additional twenty (20) hour internship, for a total of forty-four (44) hours.
 - (3) For a lapse of twenty-four (24) months or more, the individual shall pass the entire twenty-four hour EMD course and complete an additional thirty-two (32) hour internship, for a total of fifty-six(56) hours of continuing education.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

Article 7. Fees

§§ 100377. Fees.

- (a) A local EMS agency may establish a schedule of fees for CE provider approval in an amount sufficient to cover the reasonable cost of complying with the provisions of this Chapter.
- (b) The following is the schedule of fees established by the EMS Authority:
 - (1) The fee for initial application for EMD certification for individuals who have completed training in California through an approved EMD training program shall be _____.
 - (2) The fee for initial application for EMD certification for individuals who have completed out-of-state EMD training shall be _____.
 - (3) The fee for application for EMD or recertification shall be _____.
 - (4) The fee for verification of additional CE for individuals whose certification has lapsed, as specified in

Section 100376, shall be _____.

(5) The fee for replacement of a certificate shall be _____.

(6) The fee for training program approval shall be _____.

(7) The fee for approval of an out-of-state CE provider shall be _____.

Article 8. Operational Requirements

§§ 100378. Quality Improvement Program For Employee/Program Evaluation.

(a) The local EMS agency shall establish a system-wide quality improvement program as defined in Section 100354 of this Chapter.

(b) Each EMD agency, as defined in Section 100378 of this Chapter, shall have a quality improvement program approved by the local EMS agency.

(c) The quality improvement program shall consist of field, administrative and management levels of quality improvement review:

(1) The field level of quality improvement involves monitoring the quality of medical care given to each caller, as it comes into the emergency medical dispatch center which includes observing telephone care rendered by EMDs for compliance with (or deviation from) defined standards.

(2) The administrative level of quality improvement involves review of EMD reports, and/or other records of patient care to compare performance against medical standards of practice. This administrative review tracks trends and patterns of telephone patient care to identify calls/practices that do not conform to defined policy or procedures. Recommendations can then be made for system adjustment.

(3) The management level of quality improvement is the responsibility of the local EMS agency medical director who directs and coordinates the entire medical oversight process in emergency medical services, as well as EMD.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100379. EMD Agency.

(a) A local EMS agency shall establish policies and procedures for the approval and/or designation, and evaluation through its continuous quality improvement program of all EMD agencies.

(b) An approved EMD agency shall be responsible for:

(1) Providing emergency medical service response on a continuous twenty-four (24) hours per day basis;

- (2) Ensuring the EMD call answering point maintains direct access to the calling party;
 - (3) Systemized caller interview questions;
 - (4) Systemized pre-arrival instructions;
 - (5) Protocols that determine vehicle response mode and configuration based on the EMD's evaluation of injury or illness severity;
 - (6) Identification of a person to be responsible for the emergency response and information resources;
 - (7) An established quantitative coding system for quality assurance and statistical analysis;
 - (8) A written description of the communications system configuration for the service area including telephone and radio service resources; and
 - (9) A record-keeping system, including report forms or a computer data management system to permit evaluation of patient care records to ensure EMD compliance with the EMDPRS, evaluation of protocol effectiveness, and timeliness of interview questions and dispatch.
- (c) An EMD agency shall have a written agreement with the local EMS agency to participate in the EMS system and to comply with all applicable State regulations and local policies and procedures including participation in the local EMS agency's continuous quality improvement program.
- (d) Each EMD agency shall have a quality improvement program, as specified in Section 100354 that includes medical oversight and coordination of all EMD operations by the local EMS agency's medical director pursuant to Section 100357.
- (e) The local EMS agency may deny, suspend, or revoke the approval of an EMD agency for failure to comply with medical control, medical accountability, and quality improvement of the EMD program.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

Article 9. Discipline and Reinstatement of Certification

§§ 100380. Proceedings.

- (a) Upon a complaint of any person or on its own initiative, the California EMS Authority shall investigate any possible violations of this title relating to any certified EMD or EMD trainee, EMD-approved training program, or EMD agency.
- (b) Any proceedings by the EMS Authority to deny, suspend or revoke certification as an EMD or place any EMD certificate holder on probation shall be conducted in accordance with this article and pursuant to the provisions of the Administrative Procedures Act, Government Code Section 11500, et seq.
- (c) Before any disciplinary proceedings are undertaken, the EMS Authority shall evaluate all

information submitted, including but not limited to, a recommendation for suspension or revocation from a medical director of a local EMS agency, for evidence of a threat to the public health and safety.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100381. Substantial Relationship Criteria for the Denial, Placement on Probation, Suspension, or Revocation of a Certificate.

(a) For the purpose of denial, placement on probation, suspension, or revocation of a certificate, a crime or act shall be substantially related to the qualifications, functions and/or duties of a person holding an EMD certificate according to the provisions of this Chapter. A crime or act shall be considered to be substantially related to the qualifications, functions, or duties of an EMD if, to a substantial degree, it evidences present or potential unfitness of an EMD to perform the functions authorized by her/his certificate in a manner consistent with public health and safety.

(b) For the purposes of a crime, the record of conviction or a certified copy of the record shall be conclusive evidence of such conviction. "Conviction means the final judgement on a verdict or finding of guilty, a plea of guilty, or a plea of nolo contendere".

(c) Any of the following actions shall be considered evidence of a threat to public health and safety and may result in the denial, suspension, or revocation of a certificate issued under this division, or in the placement on probation of a certificate under this division:

(1) Fraud in the procurement of any certificate under this division.

(2) Gross negligence.

(3) Repeated negligent acts.

(4) Incompetence.

(5) The commission of any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, and duties of emergency medical dispatch personnel.

(6) Violating or attempting to violate directly or indirectly, or assisting in or abetting the violation of, or conspiring to violate, any provision of this division or the regulations adopted by the EMS Authority pertaining to emergency medical dispatch.

(7) Addiction to the excessive use of, or the misuse of, alcoholic beverages, narcotics, dangerous drugs, or controlled substances.

(8) Functioning outside the scope of medical direction by not adhering to the use of scripted pre-approved emergency medical protocols, except as authorized by any other license or certification.

(9) Demonstration of irrational behavior or occurrence of a physical disability to the extent that a reasonable and prudent person would have reasonable cause to believe that the ability to perform the

duties normally expected may be impaired.

(d) This section shall be inoperative until January 1, 2000.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.

§§ 100382. Rehabilitation Criteria for Denial, Placement on Probation, Suspension, Revocations, and Reinstatement of Certification.

(a) At their discretion, the EMS Authority may issue a certificate subject to specific provisional terms, conditions, and review. When considering the denial, placement on probation, suspension, or revocation of a certificate, or a petition for reinstatement or reduction of penalty under Section 11522 of the Government Code, the EMS Authority in evaluating the rehabilitation of the applicant and present eligibility for a certificate shall consider the following criteria:

(1) The nature and severity of the act(s) or crime(s).

(2) The time that has elapsed since commission of the act(s) or crime(s) referred to in subsection (1) of this section.

(3) The extent to which the person has complied with any terms of parole, probation, restitution, or any other sanctions lawfully imposed against the person.

(4) Evidence, if applicable, of expungement proceedings pursuant to Section 1203.4 of the Penal Code.

(5) Evidence, if any, of rehabilitation submitted by the person.

NOTE: Authority: Section 1797.107 of the Health and Safety Code.

Reference: Section 1797.107 of the Health and Safety Code.